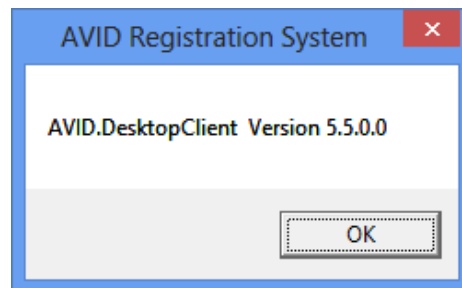


**APPENDIX D –
AVID 5.5 Release Notes**

AVID Desktop Client Version 5.5 Borough Release Notes



Overview

AVID 5.5 introduces several new features to the AVID Voter Registration System. Combined, these features address requirements for Department of Justice Reporting and new voter status control. AVID 5.5 functions have been scheduled and rolled out in three distinct deliveries:

- DOJ Reporting
- Returned Mail Processing
- Voter Status Changes

No additional borough work or knowledge is required for DOJ Reporting. Therefore, information regarding this new AVID 5.5 feature has been documented in a separate release note for MIS use.

A) AVID 5.5 Functions for Returned Mail Processes

We have added new queues to the AVID Voter Registration System to comply with mandated reporting requirements. The new queues effect the processing of return mail. It is now critical that any return mail be batched for scanning in one of the seven queues identified in the table below based on the purpose described in the second column:

Queue	Purpose	Resultant Voter Status	Activity	Notes
Ret Mail	Queue for mail returned to BOE where forwarding address is outside of the city of New York.	X	83	Existing AVID functionality.
Ret Mail No Fwd	Queue for mail returned to BOE with no forwarding address.	X	146	New activity needed for DOJ reporting.
Ret Mail Correct	Queue containing mail returned to the BOE with incorrect address information (possible BOE	A	144	New activity needed for DOJ reporting.

	error) that can be corrected through normal registration/quality process.			
Confirm from Voter	Queue for confirmation applications that have been completed by the voter and returned to the BOE.	A	150	New activity needed for DOJ reporting.
Confirm Move from Voter	Queue for confirmations that have been completed by the voter who confirm move and returned to the BOE.	P	151	New activity needed for DOJ reporting.
Undelivered Confirm	Queue for confirmation returned as undeliverable.	X	149	User should flip address back to original address before address change. AVID mail will send a second confirmation notice to original address.
Returned Cancellation	Queue for returned cancellation notice affidavits that have been completed by the voter and returned to the BOE.	A	158	

Please make sure that the voter status identified in the third column of the grid is the status you expect for the voter registrations scanned in your batch. **Please note: No matter what else is changed during your Registration or Quality sessions; the voter status will be set to the Resultant Voter Status shown in the grid for the corresponding queue which you have scanned your batch.**

B) AVID 5.5 Functions for Voter Status Changes

n-Tier has added six new features to better control voter statuses in AVID 5.5. Three of the functions streamline processes which in previous versions of AVID required help desk tickets to accomplish. These include reinstating a voter, opening a voter record for another county, and moving a WIP transaction from one county to another.

In addition to this streamlining, AVID 5.5 helps meet the requirement to make bulk status changes to voter records in extraordinary circumstances. This new feature places stringent procedural approval upon a feature that should be used on rare occasions.

Another AVID 5.5 status update feature replaces the old way of using the potential duplicate report to weed out duplicates from the registration rolls. A new Potential Merge queue has been added to review potential duplicates in a systemic way. This approach has significant added benefits over the report approach. Two of the most important are:

- once borough staff has processed a potential duplicate voter pair that pairing is not shown in the queue again
- that management can see the progress each borough is making against potential duplicates.

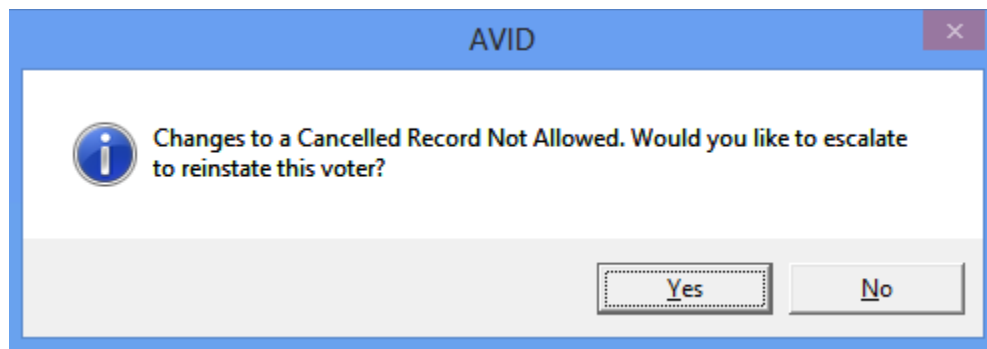
The sixth and final voter status update is a new prohibition rather than new functionality. This feature removes the automatic reactivation of a voter simply based on an AVID user “Duplicate ID” request under the AVID action menu. As of AVID 5.5 all reactivations will need to be done based on either new registration work items received or through AVID Corrections with bi-partisan signoff.

Each of the six AVID 5.5 voter status changes are explained further in the following procedures:

1. Voter Reinstatement

In previous versions of AVID, no modifications could be made to a canceled record. While this is still true, borough staff will no longer need to send a Help Desk ticket to have a voter reactivated. Now, the borough supervisory staff with approval from a user of the other party can reactivate a voter.

When a work item is being processed and the user matches it to a cancelled voter, instead of receiving the error message that “Changes to a Cancelled Record Not Allowed”, AVID further prompts the user as follows:

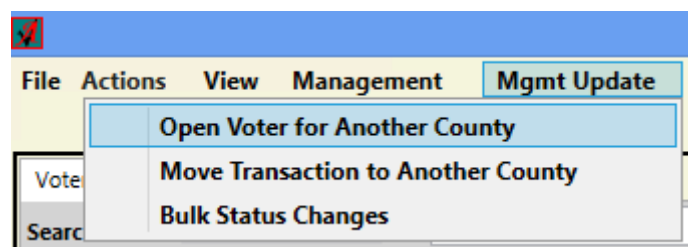


If the user selects ‘Yes’, then the work item is escalated with escalation reason ‘Voter Reinstatement’. A user with management authority processing this work item, will automatically reinstate the voter. In addition, the work item is not saved until a member of the opposite party with Quality authority verifies the work performed including the voter reinstatement.

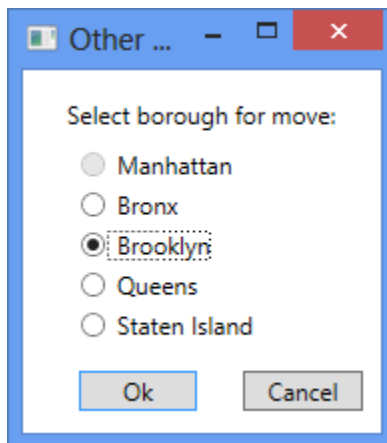
2. Open Voter Record for Another County

On occasion, one or more voter documents can be linked with an incorrect voter of another borough. When this is noticed, the voter document or documents can be moved off to another existing voter using the merge facility. However, in previous versions of AVID, borough staff were required to send a Help Desk ticket to open the previously covered voter for the correct borough.

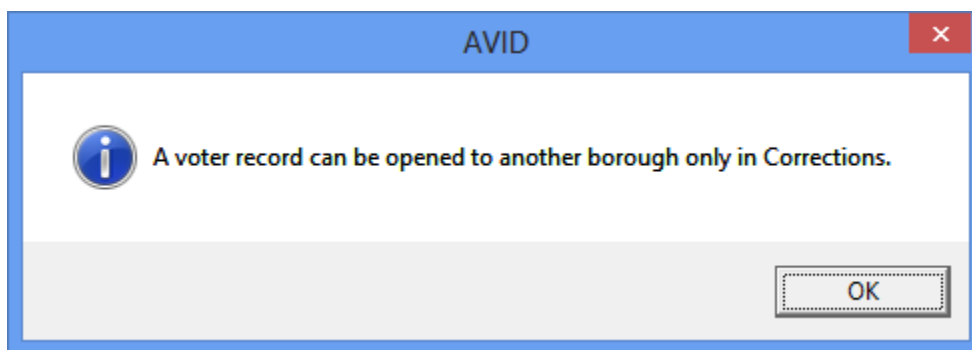
In AVID 5.5 the open for another borough can be done using AVID Corrections. All user must do is bring up the desired voter in Corrections and select “Open Voter for Another County” from the Mgmt Update menu:



The user then selects the borough to which the voter record should now belong. Note the user's current borough is not selectable (Manhattan in the case below):



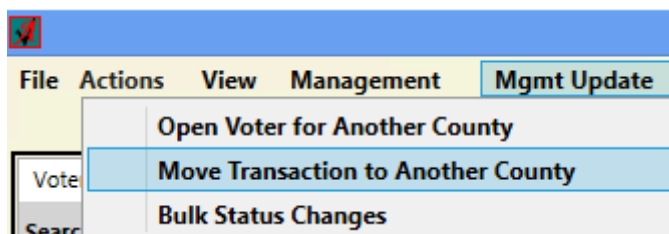
Also, note the following error is displayed when this function is attempted outside of Corrections.



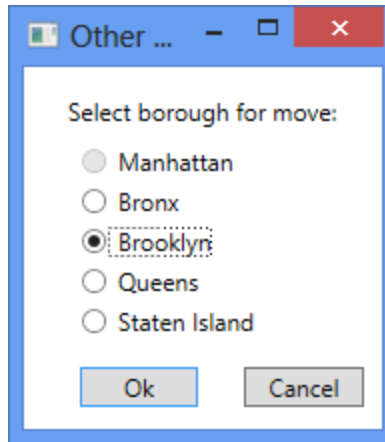
3. Move Transaction to Another County

On occasion, a document or electronic transaction might be sent to the wrong borough for processing. When this occurs, board staff are trained to escalate the work item for reason of "Not in Borough". In the past, supervisory staff would then request that the transaction be moved using the Help Desk email function.

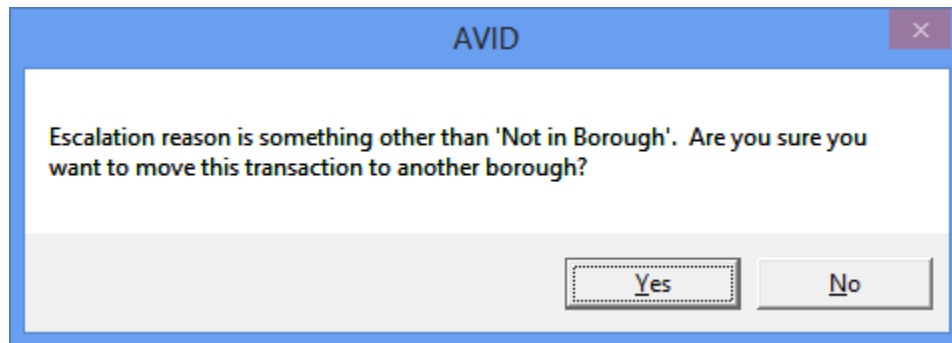
Moving the transaction to another borough can now be performed directly within AVID. As usual the work item is escalated for 'Not in Borough', then a user with escalation queue permissions selects the work item from the escalation queue and selects "Move Transaction to Another County" from the Mgmt Update menu:



The user then selects the borough to which the work item should now belong. Note the user's current borough is not selectable (Manhattan in the case below):



Note, the following warning appears when a user attempts to move a transaction to another borough that was not escalated for reason of "Not in Borough":



4. Bulk Status Changes

Bulk status changes permit the Board to change the status of one or more voters to support extraordinary cases in rare events, to fully comply with:

- New York State election law 5–220. Registration; challenge after registered
- Exceptional cases of 5–402. Cancellation of registration.
- Reinstatements of Erroneously Cancelled Voters
- Reactivations of Erroneously Inactivated Voters

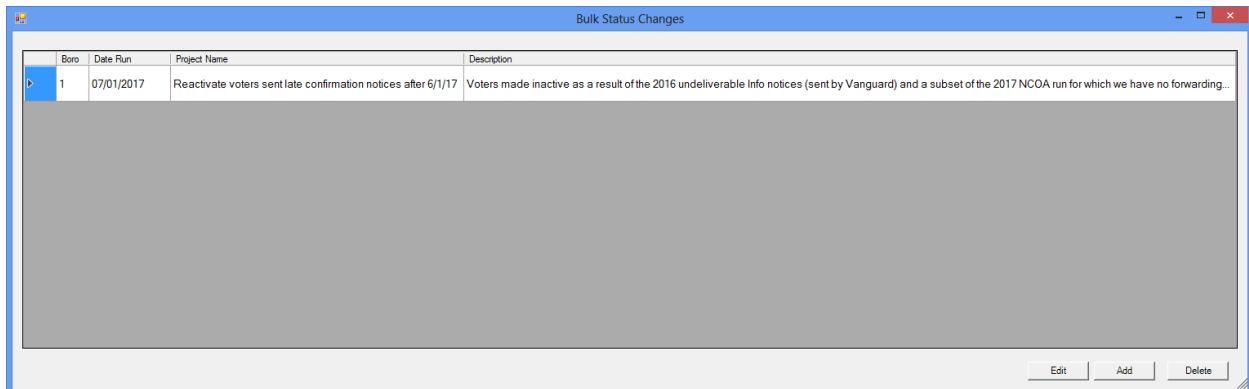
The bulk status procedures in AVID are intentionally difficult to fully execute. They require four individual signoffs, two from the Chief and Deputy of the requesting borough and two additional central office signoffs from users granted list management authority, one from each of the two major parties. The procedures will document and archive who requested the status changes and when. Who signed off, and which voters were expected to be affected and which were. Importantly, this archive does not supplant the need for good communication through email concerning bulk status requests.

While all chiefs, deputies, and the two list managers have access to the Bulk Status management, only a Chief or Deputy can create or delete bulk status change definitions.

To create a bulk status change definition a chief or deputy must select “Bulk Status Change” from the Mgmt Update menu:

The screenshot displays the AVID software interface. At the top, a menu bar includes 'File', 'Actions', 'View', 'Management', and 'Mgmt Update'. The 'Mgmt Update' menu is open, showing three options: 'Open Voter for Another County', 'Move Transaction to Another County', and 'Bulk Status Changes', which is highlighted in blue. Below the menu, a search bar is visible with a 'first name' input field and an 'Archive Where:' dropdown set to 'Citywide'. A table of search criteria includes 'scan date', 'batch', 'doc no', 'birth date', 'middle', 'suffix', 'house no', 'suffix', 'street name', 'apt num', 'ED', and 'AD'. Below this is a table with columns: 'Boro', 'VSN', 'Voter Name', 'Registration Address', 'DOB', 'ED', 'AD', 'Party', 'Status', and 'Type'. At the bottom, there are buttons for 'Enter=Find', 'Esc=Clear', and 'Right-Click = Duplicate Research'.

The Bulk Status Changes List then appears. If a chief or deputy is signed on, only their borough bulk status definitions will show. Central office list coordinators will see definitions from all boroughs:

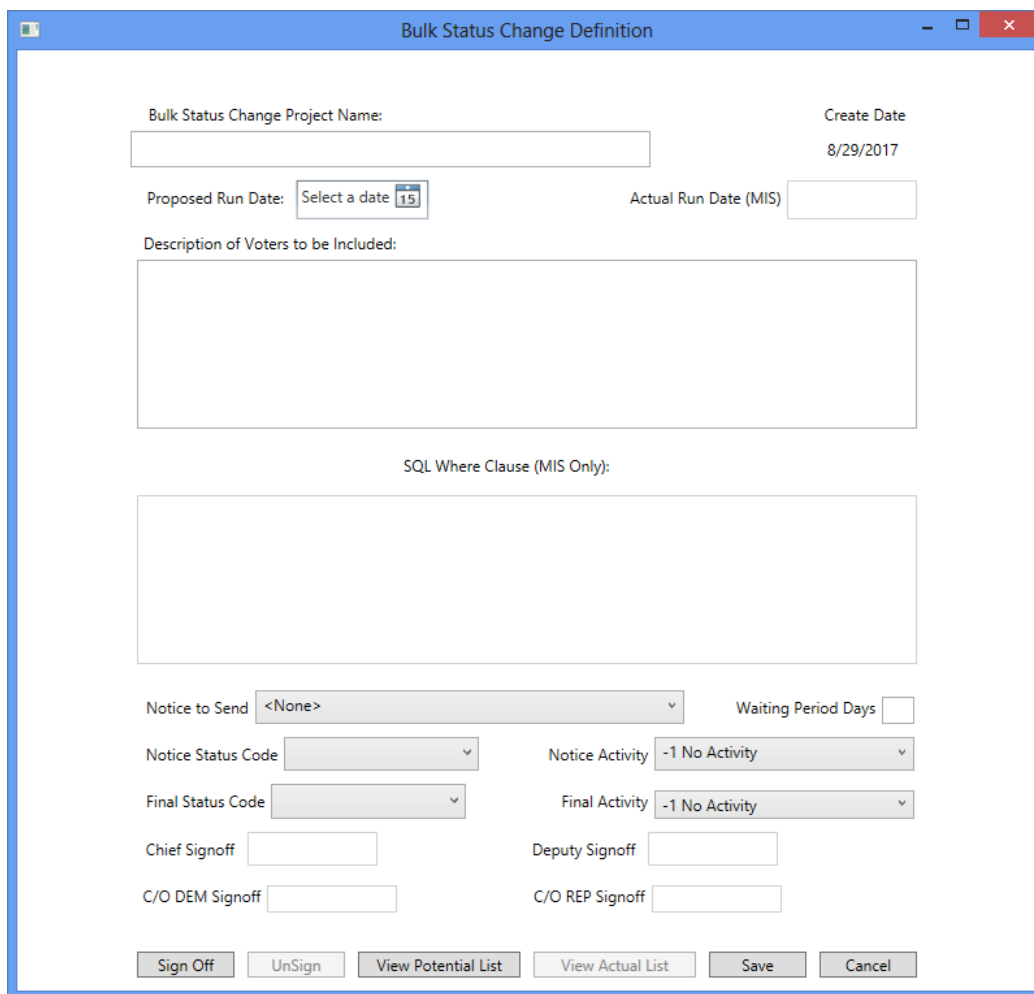


Boro	Date Run	Project Name	Description
1	07/01/2017	Reactivate voters sent late confirmation notices after 6/1/17	Voters made inactive as a result of the 2016 undeliverable Info notices (sent by Vanguard) and a subset of the 2017 NCOA run for which we have no forwarding...

Buttons: Edit, Add, Delete

The user can select an existing bulk status definition from the list or if the user is a Chief or Deputy, they can select the “Add” button to create a new definition or the “Delete” button to delete only definitions that have not already run.

Upon selecting the “Add” button, a blank bulk status definition screen is displayed:



Bulk Status Change Definition

Bulk Status Change Project Name: Create Date: 8/29/2017

Proposed Run Date: Actual Run Date (MIS):

Description of Voters to be Included:

SQL Where Clause (MIS Only):

Notice to Send: Waiting Period Days:

Notice Status Code: Notice Activity:

Final Status Code: Final Activity:

Chief Signoff: Deputy Signoff:

C/O DEM Signoff: C/O REP Signoff:

Buttons: Sign Off, UnSign, View Potential List, View Actual List, Save, Cancel

The chief or deputy enters a Project Name, proposes an estimated run date, gives a detailed description of the voters to be included in the Bulk Status Change run, and uses the provided

drop downs to identify the Final Status Code and Final Activity to be given to all voters of the Bulk Status Change run.

Optionally, if the chief or deputy want a notice to be sent prior to final status update, they can select a Notice to Send from the drop-down list, a Waiting Period in Days to wait before final action is taken. Also, the chief or deputy can select to move the voters to a different status and assign a different activity upon generation of the Notice.

Lastly, the chief or deputy selects the Sign Off button and the Save button:

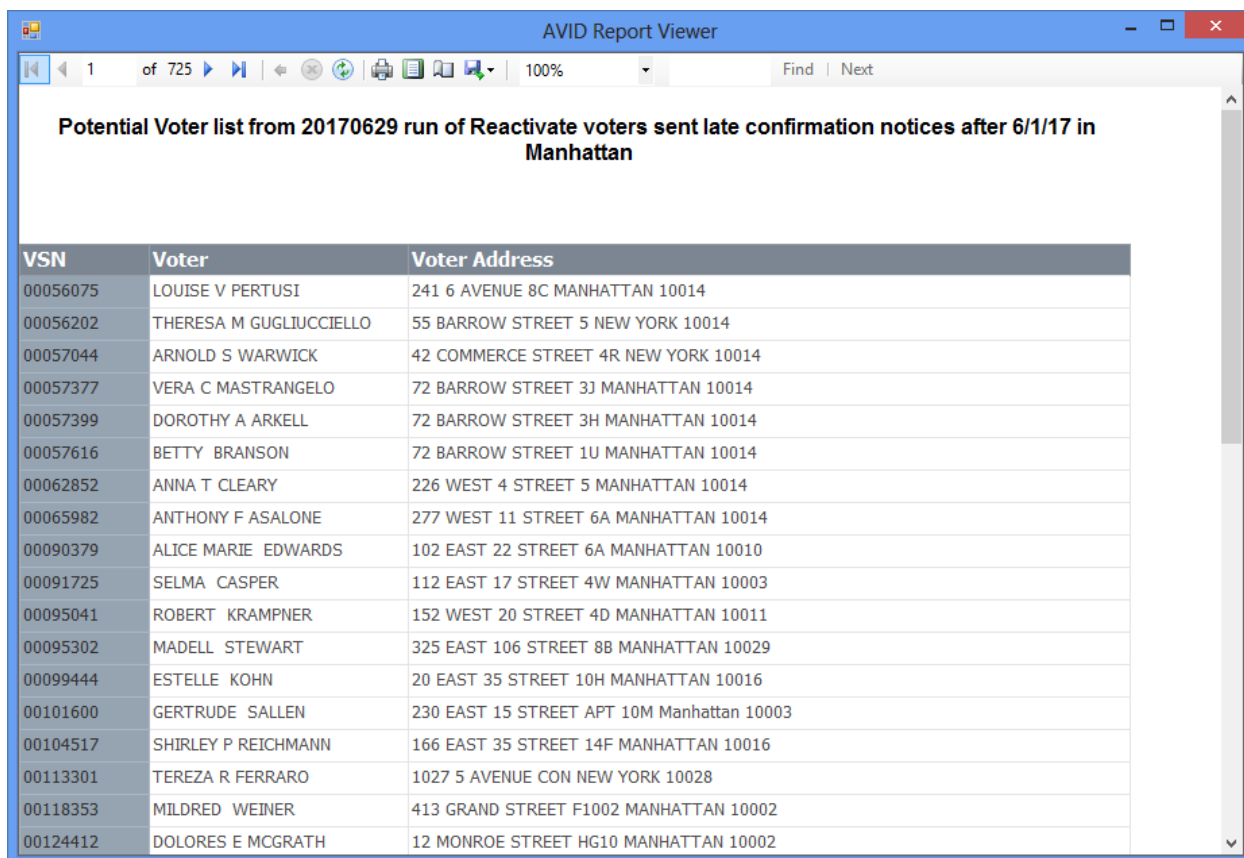
The screenshot shows a window titled "Bulk Status Change Definition". It contains the following fields and controls:

- Bulk Status Change Project Name:** A text box containing "Reactivate selective voters sent confirmation letters after 6/1/17".
- Create Date:** A text box containing "6/28/2017".
- Proposed Run Date:** A date picker showing "7/1/2017" with a calendar icon.
- Actual Run Date (MIS):** An empty text box.
- Description of Voters to be Included:** A large text area containing the text: "Make active any voters who had been made inactive due to 2016 undeliverable Info notices (sent by Vanguard) and any 2017 NCOA for which we have no forwarding address."
- SQL Where Clause (MIS Only):** A large empty text area.
- Notice to Send:** A dropdown menu currently showing "<None>".
- Waiting Period Days:** A text box.
- Notice Status Code:** A dropdown menu.
- Notice Activity:** A dropdown menu currently showing "-1 No Activity".
- Final Status Code:** A dropdown menu currently showing "Active".
- Final Activity:** A dropdown menu currently showing "153 After Cnf Not. Ddline 6/1/17".
- Chief Signoff:** A text box containing "cuser1" followed by the date "2017-06-28".
- Deputy Signoff:** An empty text box.
- C/O DEM Signoff:** An empty text box.
- C/O REP Signoff:** An empty text box.
- Buttons:** A row of buttons at the bottom: "Sign Off", "UnSign", "View Potential List", "View Actual List", "Save", and "Cancel".

While these steps initiate the Bulk Status process, several more steps must occur before the bulk status changes are made.

These additional steps, beyond initial definition, include other users selecting to edit the definition from the Bulk Status List to:

- 1) Signoff by borough counterpart (Chief, if deputy created definition, or vice versa) and they notify MIS.
- 2) *Using its own tools, MIS develops the SQL Query adds it to the definition and generates the list of Potential Voters affected.*
- 3) The borough Chief and Deputy review the list using the **View Potential List** button:



The screenshot shows a window titled "AVID Report Viewer" with a toolbar at the top. The main content area displays a report titled "Potential Voter list from 20170629 run of Reactivate voters sent late confirmation notices after 6/1/17 in Manhattan". Below the title is a table with three columns: VSN, Voter, and Voter Address. The table contains 20 rows of data, each representing a voter's information.

VSN	Voter	Voter Address
00056075	LOUISE V PERTUSI	241 6 AVENUE 8C MANHATTAN 10014
00056202	THERESA M GUGLIUCCIello	55 BARROW STREET 5 NEW YORK 10014
00057044	ARNOLD S WARWICK	42 COMMERCE STREET 4R NEW YORK 10014
00057377	VERA C MASTRANGELO	72 BARROW STREET 3J MANHATTAN 10014
00057399	DOROTHY A ARKELL	72 BARROW STREET 3H MANHATTAN 10014
00057616	BETTY BRANSON	72 BARROW STREET 1U MANHATTAN 10014
00062852	ANNA T CLEARY	226 WEST 4 STREET 5 MANHATTAN 10014
00065982	ANTHONY F ASALONE	277 WEST 11 STREET 6A MANHATTAN 10014
00090379	ALICE MARIE EDWARDS	102 EAST 22 STREET 6A MANHATTAN 10010
00091725	SELMA CASPER	112 EAST 17 STREET 4W MANHATTAN 10003
00095041	ROBERT KRAMPNER	152 WEST 20 STREET 4D MANHATTAN 10011
00095302	MADELL STEWART	325 EAST 106 STREET 8B MANHATTAN 10029
00099444	ESTELLE KOHN	20 EAST 35 STREET 10H MANHATTAN 10016
00101600	GERTRUDE SALLEN	230 EAST 15 STREET APT 10M Manhattan 10003
00104517	SHIRLEY P REICHMANN	166 EAST 35 STREET 14F MANHATTAN 10016
00113301	TEREZA R FERRARO	1027 5 AVENUE CON NEW YORK 10028
00118353	MILDRED WEINER	413 GRAND STREET F1002 MANHATTAN 10002
00124412	DOLORES E MCGRATH	12 MONROE STREET HG10 MANHATTAN 10002

- 4) The chiefs notify central office that the list is correct through email.
- 5) The Central Office list coordinators review the definition and potential voter list and sign off bulk status change run for the proposed date.
- 6) Once all have signed off, central office emails the MIS Help Desk and the job is run on the date specified.

In the completed Bulk Status Change Definition sample provided on the next page (for illustrative purposes only), note that the bulk status change depicted has the effect to reinstate voters not cancel or inactivate them.

Also, in this example, no waiting period or waiting status was specified. Importantly, for this change to have been carried out citywide, each borough would have its own separate bulk status change definition and accompanying run.

Bulk Status Change Definition

Bulk Status Change Project Name:

Reactivate voters sent late confirmation notices after 6/1/17

Create Date

06/28/20

Proposed Run Date:

7/1/2017

Actual Run Date (MIS)

07/01/2017

Description of Voters to be Included:

Voters made inactive as a result of the 2016 undeliverable Info notices (sent by Vanguard) and a subset of the 2017 NCOA run for which we have no forwarding address.

SQL Where Clause (MIS Only):

countyemsid in
 (select vsn from activity inner join voterii on countyemsid = vsn
 where activitycode = 132 and activitydate = '20170528'
 and statuscode = 'i' and inactivatedate = '20170528' union
 select vsn from activity inner join voterii on countyemsid = vsn
 where activitydate = '20170329' and previousvalue = 'a'
 and newvalue = 'x' and countyworkerid = 'mis'
 and statuscode = 'i' and inactivatedate = '20170329')

Notice to Send

<None>

Waiting Period Days

-1

Notice Status Code

none

Notice Activity

-1 No Activity

Final Status Code

Active

Final Activity

153 After Cnf Not. Ddlne 6/1/17

Chief Signoff

cuser1

06/28/2017

Deputy Signoff

cuser2

06/29/2017

C/O DEM Signoff

ListApp1

06/30/2017

C/O REP Signoff

ListApp2

06/30/2017

Sign Off

UnSign

View Potential List

View Actual List

Save

Cancel

At any time after this example run, an authorized user (Chief, Deputy, or list coordinator) could view the list of voters affected by the run by selecting the “View Actual List” button for the selected bulk status change. This may include a slightly different list of voters than the “View Potential List” as various voter registration transactions may have occurred prior to the actual bulk status change run.

Note new roles have been added to AVID security for this function. Requests to MIS will be needed to add Chief, Deputy, or List Maintenance roles to an AVID user.

5. Potential Merge Function

For some years now, the New York State Board of Elections has been sending electronic transactions to the City Board to identify possible duplicates of voters from other NYS counties outside of New York City. In addition, locally, MIS has generated lists of potential duplicates for the boroughs to work to determine if there are duplicate voters within the city.

As of AVID 5.5, the boroughs may process the potential city duplicates in a similar fashion to the way they process state NYSDup electronic transactions. To do so, AVID 5.5 implements the “Potential Merge” queue to both the Transaction Registration and Transaction Quality Queues:

Select Working Queue:			
Document Registration Queue	Document Quality Queue	Transaction Registration Queue	Transaction Quality Queue
CAF forms	CAF forms	DMV Electronic Registrations	DMV Electronic Registrations
Confirm from Voter	Confirm from Voter	NYS Death notifications	NYS Death notifications
Confirm Move for Voter	Confirm Move for Voter	NYS Duplicate notifications	NYS Duplicate notifications
Fix for EDMV Issue	Fix for EDMV Issue	NYS Felony notifications	NYS Felony notifications
Full Page Absentee forms	Full Page Absentee forms	Potential Merge	Potential Merge
Full Page Affidavit forms	Full Page Affidavit forms	SSI List Notifications	Quality for Abs Corrections
Full Page Cancel forms	Full Page Cancel forms		Quality for Corrections

While the process is like the NYSDup queue in that the Reg or Quality clerk will select a “thumbs up” or “thumbs down” icon to indicate whether a duplicate exists, the information provided to the user and final action taken are different.

Since, both voters are contained within the AVID system, AVID software provides an electronic notification with more details than the state NYSDup notification. This will include most recent activities (up to eight provided on the notification). Also, up to the last three election events in which the potential duplicate voter has participated is also displayed in the notification.

Importantly AVID can take the process a step further than the state NYSDup process can. While a similar name and date of birth comparison is made to select potential duplicates like the state process, AVID will compare many more fields on the two voter records to point them out in the notification.

For instance, AVID will indicate any of the following:

- Birth Dates are different
- Names are not exact
- Last 4 digits of the Social Security are different
- The driver's licenses do not match
- The genders differ

The AVID clerk can compare the notification with the potential duplicate voter to determine if these differences are due to handwriting interpretation, user error, or are truly two different voters.

Note to do this in AVID 5.5, in some instances, it may be helpful to bring up a second instance of AVID Inquiry.

Below is a sample Potential Merge Notification. It will be presented like any other work item in the left side of the AVID Registration or Quality.

Potential Merge (VSN: K0362970) from MIS Duplicate Run

Voter with most recent processed document: 301072427

Most recent activities (up to 8) for K0362970:

04/21/2017 - CH POLLSITE INFO
from: B0396 to: 11420
03/17/2017 - CH EDAD - REAPP
from: 030/051 to: 075/051
04/16/2013 - CH POLLSITE INFO
from: 0000 to: B0288
07/10/2012 - CH POLLSITE INFO
from: 0000 to: B0288
05/24/2012 - CH EDAD - REAPP
from: 065/051 to: 030/051
06/27/2002 - CH VOTER EDAD
from: 061/51,004/51 to: 065/51
02/27/1996 - CH SCH BD FLAG
from: Y to: N

Most recent voter history (up to 3) for K0362970:

Date: 09/10/2013 - 20130910 PR
Date: 11/02/2004 - 20041102 General
Date: 11/07/2000 - 20001107 General

Voter Name: NEREIDA PENA Reg Date: 19800101 Status: A

Date of Birth: 19470306 Gender: F Party: DEM

Residential Address:

442 57 STREET Brooklyn

Mailing Address:

Driver Lic#: Last 4 SSN:

Previous Name:

Previous Address:

AVID Voter Comparison performed at Jun 22 2017 11:32AM

.....Birth dates differ.

Signature:

duly sworn."

x Nereida Pena 9/12/88

Just like a NYSDup transaction, the notification will be brought up with the potential duplicate in context shown to the right side of the notification.

AVID Registration - [Kings] - Avid

File Actions View Management [Registration] - Potential Merge

Potential Merge (VSN: K0362970) from MIS Duplicate Run

Voter with most recent processed document: 301072427
Most recent activities (up to 5) for K0362970:
04/21/2017 - CH POLL SITE INFO
from: B00596 to: 11429
03/17/2017 - CH EDAD - REAPP
from: 030/051 to: 075/051
04/16/2013 - CH POLL SITE INFO
from: 0000 to: B0288
07/10/2012 - CH POLL SITE INFO
from: 0000 to: B0288
05/24/2012 - CH EDAD - REAPP
from: 065/051 to: 030/051
06/27/2002 - CH VOTER EDAD
from: 061/01/004/051 to: 065/051
02/27/1996 - CH SCH BD FLAG
from: Y to: N

Most recent voter history (up to 3) for K0362970:
Date: 09/10/2013 - 20130910 PS
Date: 11/02/2004 - 20041102 General
Date: 11/07/2000 - 20001107 General

Voter Name: NEREIDA PENA Reg Date: 10800101 Status: A
Date of Birth: 10/20/1947 Grades: F Party: DEM
Residential Address:
442 57 STREET Brooklyn
Mailing Address:
Driver Lic#: Last 4 SSN:
Previous Name:
Previous Address:
AVID Voter Comparison performed at Jun 22 2017 11:32AM
Birth dates differ.

Signature:

Are you a U.S. citizen? Yes No
I will be 18 years old on or before election day Yes No
Yes, I need an application for an Absentee Ballot Yes, I would like to be an Election Day Worker I wish to donate my organs

1 Are you a U.S. citizen? Yes No 2 I will be 18 years old on or before election day Yes No NYC Voter ID 301072427 Status: Active

3 Last Name First Name Middle Initial Suffix
PENA NEREIDA middle initial suffix
4 Address Where You Live non-standard Apt No. City/Town/Village Zip Code Care Of
442 suffix 57 STREET 1FL Brooklyn 11229 care of

5 Address Where You Get Your Mail (if different from above) Fax Number Effective Date
fax number <none>

6 Date of Birth Sex (circle) Home Tel. Number email
03 20 1947 M F U tel. number email

7 The last year you voted Your Address was (give house num, street, and city)
2016 street address and city where last voted

10 In county/state Under the name (if different from your name now)
name last voted

11 * DEMOCRATIC PARTY
* REPUBLICAN PARTY
* CONSERVATIVE PARTY
* GREEN PARTY
* WORKING FAMILIES PARTY
* INDEPENDENCE PARTY
* WOMEN'S EQUALITY PARTY
* REFORM PARTY
* OTHER (write-in)
* I DO NOT WISH TO ENROLL IN A PARTY

Future Party <none> Previous NYS Voter ID <none> Inactive Date <none>
Other Future Party Effective Date NY State Voter Status A NY State Status Reason <none> Purge Date <none>

This NYS section is informational only, you do not modify these fields directly.
New York State ID NY00000000036702005 Previous NYS Voter ID <none> Inactive Date <none>
NY State Voter Status A NY State Status Reason <none> Purge Date <none>

Signature or mark I NYS Record Status S2
State Audit Status

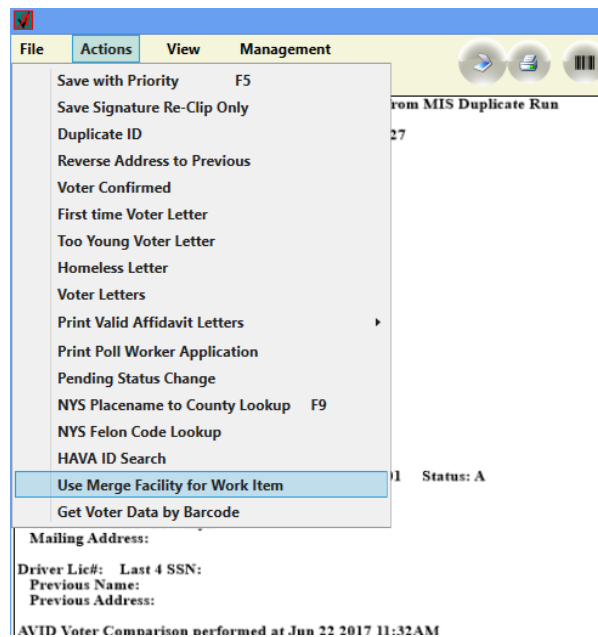
Ready Current user: user1 Last VSN: Batch: 27 Document No: 12 Scanned: 2017-Jun-22 Last user: NYCMerge Last action taken: Interface Last action date: 6/22/2017 11:32:23 AM Current actions: Registration 767794

The user should indicate whether they feel the two voters are duplicates (by selecting the “thumbs up” icon) or not (by selecting the “thumbs down” icon). Just as in the NYSDup queue, agreement between Reg and Quality must occur before AVID takes any action. Like the NYSDup queue, a bounce to the opposite party occurs until agreement is reached.

Unlike the NYSDup queue, upon agreement from both parties that the voters are duplicative, a merge automatically occurs with the oldest voter remaining active and the newer one cancelled for reason DUPLICATE (Z'd out in EASY terms). Most recent data from the latest update is contained in the voter remaining active. In addition, all voter documents and history are moved to the active voter automatically.

In some unusual cases, a straight automatic merge of the data may not be desirable. In these cases, it may be simpler to do a manual merge using the Merge Facility for the two voters.

When you would like to perform a manual merge for the two voters identified in a Potential Merge transaction, simply select “Use Merge Facility for Work Item” from the Actions menu:



AVID will automatically take you to the merge facility with the two VSNs prefilled.

6. Prohibition of Reactivation through “Duplicate ID”

AVID will no longer allow a user to send a Duplicate ID using the Actions menu “Duplicate ID” option for any voter that is in Inactive Status. The voter must be reactivated by normal means first. Should a user attempt to do this, the following message will be displayed:

